

**APPENDIX E –CUSTOMER PAPERWORK FOR THE BENCH**



**PHILIPS**

**Customer Repair Center – DALLAS, TX.**

**Philips Medical Systems** requires this form to be completed and included with the documentation for repairs at the Customer Repair Center. Please create a photocopy of this form for future reference.

1. Obtain model and serial number(s) for the defective device(s).
2. Call the Philips Medical Response Center at US: 800-548-8833 to report the problem. Clearly indicate that you wish to send the item to the Customer Repair Center. Be sure to obtain the Service Order (SO) or Reference Number for this call.
3. Complete *all fields* on this form and send it along with the defective product (and a Purchase Order if required) to your country's Customer Repair Center at the address shown below. Please be sure to include the name of the person who can respond to questions regarding the device failure, and be sure to include the SO number.

<b>SO # or Case#</b>		<b>Model:</b>	<b>Serial:</b>
<b>Customer Name:</b>			
<b>Address:</b>			
<b>Phone/Fax:</b>			
<b>Contract:</b>		<b>Purchase Order:</b>	
<b>Send products to:</b>	Philips Medical Systems US Customer Repair Center 1536 Hutton Drive Suite 100M Carrollton, TX 75006-6614 USA (For Zymed Legacy Products use Oxnard Bench Form)		

**Pre-Authorization:**

- I pre-authorize any repairs less than or equal to \$\_\_\_\_\_ .00 \_\_\_\_\_ Signature \_\_\_\_\_ Date
- No, please call me with an estimate before doing any repair work.

Note: If this estimate is declined, an evaluation of \$240 or 2 hours will be charged. This fee will be waived if the final quotation is approved. Your PO# will be used for this option.

**Terms & Conditions:**

1. The customer is responsible for calling the Philips Medical Response Center to log the service call and obtain a Service Order (SO) or Reference number before sending in any products to the Customer Repair Center.
2. The customer is responsible for completing the Medical Repair Form in full and sending this along with the product to the Customer Repair Center.
3. In accordance with county specific Transport Regulations, the customer is responsible for ensuring the product is clean and free of any biological hazards. Devices that do not appear to meet such requirements will be returned.
4. The customer is responsible for ensuring that all equipment is packaged and shipped properly to the Medical Repair Facility. Philips Medical Systems is not responsible for any damages to shipments made to our facilities. Devices where shipment damage is suspected will be subject to our Damaged Shipment Process. Philips Medical Systems will assume responsibility for returned shipments.

The customer is responsible for paying all shipping costs to and from the Customer Repair Center. Philips will not accept COD Shipments.